

Aman Service – Terms & Conditions (Consumers)

1. Overview

These Terms & Conditions (“Agreement”) govern your purchase and use of the Aman video surveillance as a service (“VSaaS”) offering, including related equipment, cloud storage, AI features, and access to the Aman online platform and mobile application (collectively, the “Services”). This Agreement is between you and Oman Telecommunications Company SAOG (“Omantel”).

2. Acceptance of Terms

By clicking “I ACCEPT” or by accessing or using the Services, you confirm that you have read and understood this Agreement, are at least 18 years old, and agree to be legally bound by these Terms & Conditions.

3. Eligibility

You must be at least 18 years old, reside in the Sultanate of Oman, and use the Services only for personal and non-commercial purposes.

4. The Services

The Services are provided for monitoring and deterrence purposes only and do not constitute a security guarantee, emergency response, or law enforcement service. Internet connectivity is required and is not included with the Service.

5. AI Add-Ons

Optional AI features may be available. AI outputs may contain inaccuracies, including false positives or false negatives, and users are responsible for independently verifying any events.

6. Contract Duration & Renewal

The minimum contract term is defined in your selected plan and starts from activation. Unless cancelled, plans automatically renew monthly at prevailing rates.

7. Installation & Relocation

Equipment will be installed at the registered premises. Internal relocation may incur technician fees. External relocation is subject to technical feasibility and installation charges.

8. Upgrades & Downgrades

Plan upgrades are permitted and may require a new commitment period. Downgrades are not permitted during the contract term.

9. Add-On Services

Additional cameras and optional cloud or AI add-ons may be subscribed to subject to technical and commercial feasibility. Cloud data retention depends on the subscribed plan.

10. Early Termination

If the Service is terminated before the end of the contract term, all remaining monthly fees and outstanding charges become payable. Equipment remains with the customer.

11. Warranty

Equipment warranty applies as specified on Omantel's official website and does not cover misuse, unauthorized relocation, physical damage, or failure to follow manufacturer guidelines.

12. Support & Maintenance

Omantel provides 24/7 technical support through its support channels. On-site support may incur additional charges unless covered under warranty.

13. User Responsibilities

Users must comply with all applicable laws, maintain minimum internet requirements, protect account credentials, and avoid misuse of the Services or Platform.

14. Privacy & Data Protection

Users are responsible for ensuring that CCTV usage complies with Oman's Personal Data Protection Law (PDPL), including notifying individuals where surveillance is in operation.

15. Payment

All fees must be paid on time in accordance with the selected plan. Continuous non-payment may result in suspension, termination, and permanent deletion of stored cloud data.

16. Intellectual Property

All intellectual property rights related to the Platform, Software, and Services remain the property of Omantel or its licensors.

17. Liability

To the maximum extent permitted by law, Omantel shall not be liable for indirect or consequential damages. Total liability is limited to the amount paid for the Services during the previous 12 months.

18. Force Majeure

Omantel shall not be liable for delays or failures caused by events beyond reasonable control, including natural disasters, cyber incidents, power outages, or network failures.

19. Suspension & Termination

Omantel may suspend or terminate the Services in case of non-payment, misuse, breach of agreement, or violation of applicable laws.

20. Governing Law

This Agreement is governed by the laws of the Sultanate of Oman. Courts of Oman shall have exclusive jurisdiction over disputes arising from this Agreement.

Annexure 1 – Additional Charges

Item	Price
SD Card 32 GB	OMR 1.9
5 Port Gigabit Switch	OMR 10
8 Port Gigabit Switch	OMR 26
4 Port POE Switch	OMR 11
8 Port POE Switch	OMR 16
16 Port POE Switch	OMR 45
CAT6 Cable (per meter)	OMR 1.2
PVC Trunking	OMR 0.9 – 1.48
Access Point	OMR 23
3U Rack	OMR 20

This document is prepared for website publishing purposes and should be read together with Omantel's official Privacy Policy and applicable service documentation.